



Nortel Mobile Communication 3100

Nortel Mobile Communication Client 3100 for Windows Mobile User Guide



Nortel Mobile Communication 3100
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Welcome

This section contains the following topics:

- “Your new MCC 3100 for Windows Mobile” on page 7
- “New in this release” on page 7
- “MCC 3100 for Windows Mobile feature overview” on page 9
- “Language support” on page 11
- “Related publications” on page 11

Your new MCC 3100 for Windows Mobile

You can use Nortel Mobile Communication Client 3100 (MCC 3100) for Windows Mobile to achieve real-time communication with the Nortel Mobile Communication Gateway 3100 (MCG 3100) and Nortel communication server. The term communication server means all communication servers that MCC 3100 supports. For more information about communications servers, see the **MC 3100 Product Bulletin** www.nortel.com.

This document describes MCC 3100 for Windows Mobile.

New in this release

The following sections detail what's new in *Nortel Mobile Communication Client 3100 for Windows Mobile User Guide* (NN42040-107) for Mobile Communication 3100 (MC 3100) Release 3.0.

Features

This release contains new information about Mid-call features.

- “Call Hold and Retrieve” on page 68
- “Call Mute” on page 68
- “Call Transfer” on page 68

- [“Call Swap” on page 69](#)
- [“Speaker Mode” on page 69](#)
- [“Three-Party Conference” on page 69](#)

Other changes

The following updates occurred:

- Usability enhancements.
- Welcome section added, containing material from other sections.
- Getting Started section added, containing material from other sections.
- Document reformatted following NCDS standards.

Revision history

September 2008

Standard 02.01. This document is issued for Nortel Mobile Communication 3100 Release 3.0.

May 2008

Standard 01.03. This document is upissued for Nortel Mobile Communication 3100 Release 2.1. Reissued with the new date only.

April 2008

Standard 01.02. This document is upissued for Nortel Mobile Communication 3100 Release 2.1. It addresses the group call options in [“Responding to an instant conference reminder” on page 89](#).

April 2008

Standard 01.01. This document is issued to support Nortel Mobile Communication 3100 Release 2.1.

MCC 3100 for Windows Mobile feature overview

MCC 3100 for Windows Mobile extends the enterprise collaboration functionality to a mobile device by using a data (Internet) connection over the cellular network.

You can perform the following tasks with MCC 3100 for Windows Mobile.

- Associate a single number with all of your outbound calls.
- Answer office calls on your mobile device.
- Manage your buddies using the MCC 3100 for Windows Mobile local directory and the mobile device address book.
- Search for buddies in the Corporate Directory and in the MCC 3100 for Windows Mobile local directory.
- Track the presence status of other MCC 3100 mobility-enabled users.
- Set your own presence status.
- Use the event log (History) to view your most recent incoming and outgoing calls, instant messages, and system events.
- Check your inbox for new voice mail messages.
- Receive a message waiting indication (MWI) when you receive a new voice mail message.
- Create a group containing multiple buddies and initiate an instant conference to the group members.
- Redirect your incoming calls to alternative contact locations (for example, office, home, other).
- Send and receive instant messages with other MCC 3100 users.
- Download your configuration settings from the MCC 3100.
- Use the cellular network for voice and data (dependent on hardware and software support).
- Communicate using any of the following methods:
 - Dial a number from the keypad.
 - Select a number on the Quick Dial list.

- Select a buddy and choose how you want to contact them (voice call or IM).
- Select a record in the history log, voice mail or IM sessions pane and start a new communication session.
- Display the MCC 3100 for Windows Mobile in either landscape or portrait view.
- Perform Emergency Service Dialing: When you dial an emergency number such as 911, the system switches to the mobile device native phone and places the call through the cellular network.
- Use the following call modes:
 - Direct Outbound—Direct Outbound is the basic call mode. You can initiate calls directly from your mobile device to other parties by dialing or selecting buddies to call. This direct mode uses an Outgoing Call Service DN to access the MCG 3100 in the enterprise network. The MCG 3100 then dials the number entered in the MCC 3100 for Windows Mobile by using the enterprise dial plan.
 - Call-me-First—Call-me-First is the advanced call mode. The Call-me-First mode has several calling options, for example, outgoing prefix, and calling locations. Call-me-First calls take two steps to complete. First, the MCG 3100 calls you at a chosen location. After you answer, the MCG 3100 initiates the call by calling the number you entered in the MCC 3100 for Windows Mobile using the enterprise dial plan.
- Use the following telephony features:
 - call hold and retrieve
 - supervised and unsupervised call transfer
 - call swap
 - caller ID/caller name display
 - call timer
 - conference call

For more information about Call Modes, see **“Call modes” on page 60**.

Note: If you are connected to a 3G network, you can exchange instant messages and track presence while engaged in a voice call.

For more information about configuring your outgoing Call Service DN, see **“Initial configuration” on page 29**.

Language support

MCC 3100 for Windows Mobile supports the following languages:

- Chinese
- Dutch
- English
- French
- German
- Japanese
- Norwegian
- Swedish

When you install the client loads using the over the air download method, the system recommends a software load that matches the operating system, features, and language of your device. You can download the recommended software or you can select software for another language (as long as your device supports the chosen language). For example, if you change the language from English to French on the device, the system will recommend a French load instead of an English load.

Related publications

The following publications relate to this document:

- *Nortel Mobile Communication Client 3100 for Windows Mobile Quick Reference* (NN42030-107)
- *Nortel Mobile Communication 3100 Planning and Engineering* (NN42030-200)

- *Nortel Mobile Communication 3100 Installation and Commissioning* (NN42030-300)
- *Nortel Mobile Communication 3100 Release Notes* (NN42030-404)
- *Nortel Mobile Communication 3100 Administration and Security* (NN42030-600)

Getting Started

This section contains the following topics:

- [“Before you begin” on page 13](#)
- [“Enterprise requirements” on page 13](#)
- [“Supported network connections and devices” on page 14](#)
- [“Network specifications” on page 15](#)
- [“Cellular data plan use of MCC 3100 for Windows Mobile” on page 16](#)
- [“Subscriber Identity Module \(SIM\) card” on page 17](#)
- [“Battery life” on page 17](#)

Before you begin

Before you install MCC 3100 for Windows Mobile, familiarize yourself with the navigation and data entry methods for your mobile device.

Enterprise requirements

The MCC 3100 requires the following applications at the enterprise site:

- Mobile Communications Gateway 3100 (MCG 3100),
- Supported Enterprise Communication Server (ECS) programmed with an account for each user.

Supported network connections and devices

MCC 3100 for Windows Mobile supports the following network connections.

Table 1: Supported network connections

Device type	Operating system	Voice and data service availability	
		Service	Cellular network
Cell only	WM5 or later	Voice	Yes
		Data	Yes
Note: For cellular connections, the MCC 3100 for Windows Mobile supports voice over GSM or CDMA and data over GPRS or 1xRTT.			

MCC 3100 for Windows Mobile supports the following devices.

Table 2: Supported mobile devices

Brand	Model	Operating system
Motorola	Q	Windows Mobile 5 (WM5)
Motorola	Q (9h)	Windows Mobile 6 (WM6)
Palm	750wx	WM5
Samsung	Blackjack	WM5
HP	iPAQ hw69xx Series	WM5
HP	iPAQ 510	WM6
HTC	TyTn	WM5

Table 2: Supported mobile devices

Brand	Model	Operating system
HTC	TyTn	WM6
HTC	6800 (Titan)	WM5
HTC	6800 (Titan)	WM6
HTC	Universal	WM5
HTC	Apache	WM5
HTC	TyTn II	WM6
HTC	AT&T 8925/Tilt	WM6
HTC	S720	WM6
HTC	S620	WM5
HTC	S620	WM6
HTC	S710	WM6

For a list of the latest supported devices, see the *MC 3100 Product Bulletin* at www.nortel.com.

Note 1: Select and use headsets that are designed to reduce excessive sound pressure levels or acoustic shocks. Check that headsets meet National or International Acoustic and Safety requirements.

Note 2: Some devices have a physical keypad, and do not use the touch screen for numeric entry. This document describes the touch screen approach; for devices with a physical keypad, use the keypad for numeric entry instead.

Network specifications

You must meet the following network specifications:

- Cellular network subscription

- Cellular Internet access

Configuring the data connection and verifying cellular Internet access

1. On the mobile device Main Menu, choose **Start, Settings**.
2. Select the **Connections** tab.
3. Enter the correct parameters, such as access point, user name, and password.
4. Select **Start, Internet Explorer** to verify data connection.

Cellular data plan use of MCC 3100 for Windows Mobile

Figure 3 "Cellular data plan usage" on page 16 shows the approximate data usage for various MCC 3100 functions.

Table 3: Cellular data plan usage

Command	Approximate Bytes
Login	1000
Logout	900
Call screening mode change	800
Incoming call notification	800
Incoming call answer	900
Outgoing call (Call-me-First)	1000
Outgoing call (Direct)	1000
MWI Update	500
Client polling (every 90 seconds)	700

Sample calculation

Use the following assumption for a MCC 3100 user:

- 5 logon or logout attempts per day.

- 3 calls per hour (2 inbound, 1 outbound) within an 8 hour workday.
- 5 message waiting indicator updates per day.

The following calculation shows data usage per month, assuming 20 work days per month:

Logon and logout attempts

$$((5 * 1000) + (5 * 900)) * 20 = 190\,000 \text{ bytes}$$

3 calls per hour (2 inbound, 1 outbound) during an 8 hour day

$$((2 * 800) + (2 * 900) + 1000) * 8 * 20 = 704\,000 \text{ bytes}$$

5 message waiting indicator updates

$$500 * 2 = 10\,000 \text{ bytes}$$

Client polling (every 90 seconds or 40 an hour)

$$40 * 700 * 24 \text{ hours} * 30 \text{ days} = 20\,160\,000 \text{ bytes}$$

The sum of cellular data used per month is:

$$190\,000 + 704\,000 + 10\,000 + 20\,160\,000 = 21\,064\,000 \text{ bytes.}$$

Subscriber Identity Module (SIM) card

You can change the subscriber identity module (SIM) card in your device. As long as the new SIM card supports a data connection, the device sends the telephone number associated with the SIM to the MCC 3100 during the log on process. You continue to make and receive calls without changing your client configuration. People calling you do not dial different telephone numbers when you change SIM cards.

Battery life

The battery life of your MCC 3100 device will vary, depending on the amount of use. While operating in standby mode, you can expect 24 hours standby time while connected to a 2G network, and 10 hours standby time while connected to a 3G network.

There are many factors that affect battery life. If you have devices for which you do not get the above standby time, then you should contact Nortel Support to discuss the scenario.

Installing your MCC 3100 for Windows Mobile

This section contains the following topics:

- **“Installing or upgrading MCC 3100 for Windows Mobile” on page 19**
- **“Uninstalling MCC 3100 for Windows Mobile” on page 24**
- **“Obtaining the Log file” on page 25**
- **“Modifying the Microsoft ActiveSync settings” on page 26**
- **“Determining the MCC 3100 for Windows Mobile software version” on page 28**

This section provides the procedures you can use to install, upgrade, and uninstall Nortel Multimedia Communication Client 3100 (MCC 3100) for Windows Mobile on a supported mobile device. You install or upgrade MCC 3100 for Windows Mobile using your computer or through the over the air download.

Using your computer, you add the software to your computer, connect your computer to your Windows Mobile device with a Universal Serial Bus (USB) cable, and then install the software using the Desktop Manager.

Using the over the air download, you open a web browser on your Windows Mobile device, access a Web site that lists the available software loads, and then select and install the appropriate software for your particular device. This method requires a Windows Mobile cellular data plan.

Installing or upgrading MCC 3100 for Windows Mobile

Install or upgrade MCC 3100 for Windows Mobile by using one of the following methods:

- **“Installing or upgrading from a computer” on page 20**

- [“Installing the software over the air” on page 22](#)
- [“Upgrading the software over the air” on page 24](#)

Consult your system administrator for the preferred installation or upgrade method.

Note 1: Disable sleep mode during the installation process.

Note 2: Before beginning the installation process, ensure that your device has at least 10 MB of free hard drive space. If not, you will have to quit the installation to free up additional space. You can add more space by deleting unnecessary files or reducing the size of the Internet Explorer cache.

Note 3: If you are upgrading from an earlier release, you must perform an initial software installation, not an upgrade. After the installation, update the Server IP/Host address on the Login Information screen if instructed to do so by your system administrator.

Installing or upgrading from a computer

With this method, you add the software to your computer, connect your computer to the mobile device with a USB cable, and then install the software by using Microsoft ActiveSync.

To verify that the data connection between MCC 3100 for Windows Mobile and Mobile Communication Gateway 3100 (MCG 3100) is established, see [“Data connection between MCC 3100 for Windows Mobile and MCG 3100” on page 103](#).

See [Table 4 "Software files" on page 20](#) to choose the software for your mobile device.

Table 4: Software files

OS	Form factor	Software file
WM5	Pocket PC	DesktopInstall-MCC3100-en-WindowsMobile5-Pocket-PC-single.zip
WM5	Smartphone	DesktopInstall-MCC3100-en-WindowsMobile5-Smartphone-single.zip

Table 4: Software files

OS	Form factor	Software file
WM5	Pocket PC	OTAInstall-MCC3100-en-WindowsMobile5-PocketPD-single.zip
WM5	Smartphone	OTAInstall-MCC3100-en-WindowsMobile5-Smartphone-single.zip
WM6	Professional	DesktopInstall-MCC3100-en-WindowsMobile6-Professional-single.zip
WM6	Standard	DesktopInstall-MCC3100-en-WindowsMobile6-Standard-single.zip
WM6	Professional	OTAInstall-MCC3100-en-WindowsMobile6-Professional-single.zip
WM6	Standard	OTAInstall-MCC3100-en-WindowsMobile6-Standard-single.zip

You can use your desktop PC or laptop computer to install or upgrade your MCC 3100 software. After downloading the latest load, you can install it on your mobile device using a USB connection.

Installing or upgrading the software from a computer

1. If MCC 3100 for Windows Mobile is currently installed and running, select **Menu, Exit**.
2. On your computer, open a web browser.
3. In the address field, enter one of the following addresses:

ECM system	<a href="https://<hostname>/adminserver/userportal.html">https://<hostname>/adminserver/userportal.html
non-ECM system	<a href="http://<hostname>:8282/adminserver/userportal.html">http://<hostname>:8282/adminserver/userportal.html
	<a href="https://<hostname>:8553/adminserver/userportal.html">https://<hostname>:8553/adminserver/userportal.html

Note: Obtain the correct hostname and port settings from your system administrator.

4. Use the controls to locate the software file to be installed and click **Download**.
5. Click **Save**, navigate to the folder where you want to store the software file on your computer, and click **Save**.
6. Connect the mobile device to your computer with a USB cable.
7. Start Microsoft ActiveSync on your computer.
8. Locate the software file on your computer.
9. Double-click the software executable file and click **Run**.
10. On the Setup Wizard, click **Next**.
11. Accept the license agreement and click **Next**.
12. Select a Destination Location folder and click **Next**.
13. Select a Start Menu folder and click **Next**.
14. Click **Install** to begin the installation on your computer.
15. If you are prompted to reinstall or upgrade the application, click **Yes**.
16. Click **OK**.
17. Click **Finish**.
18. On your device, if prompted, select **Yes** to allow the software to be installed on the mobile device.
19. On your device, if prompted, select **OK** to install the new version of the application on the mobile device.
20. Acknowledge licensing and security prompts that appear during the process of installing the application on the mobile device.

The software installation proceeds on the mobile device.

21. Complete all other installation tasks, for example, the installation of a security certificate, if directed by your system administrator.

Installing the software over the air

With this method, you can maintain MCC 3100 software directly from your Windows Mobile device using a wireless (over the air) connection to the Internet. To complete the initial installation, you open a browser on your Windows Mobile device, access the software web site, and then

download and install the software. To do an upgrade, you simply select a menu option from the application.

When you perform an over the air software installation, a software load that matches your device's operating system, features, and language, is recommended. You can accept the recommendation or select a different load. For more information, see **"Language support" on page 11**.

See **Table 4 "Software files" on page 20** to select the software for your mobile device.

Installing (initial) the software over the air

1. If MCC 3100 for Windows Mobile is currently installed and running, select **Menu, Exit**.
2. On the mobile device, open an Internet browser (Internet Explorer Mobile is recommended).
3. Use the following address format to access the software web site:

http://<hostname or IP address>:8080/m

OR

https://<hostname or IP address>:8443/m

Note: Obtain the correct hostname and port settings from your system administrator.

4. Do one of the following:
 - Select the **Installable** link to install the recommended software load.
 - To install a different software load, select **All other software for your platform**, scroll to a load, and select the **Installable** link.
5. In the Download dialog box, select the **Open file after download** check box and click **Yes**.
6. If prompted, select **Yes** to allow the software to be installed on your Windows mobile device.
7. If prompted, select **OK** to install the new version of the application on your Windows mobile device.
8. Acknowledge all other licensing and security prompts that may appear.

The software installation proceeds on your Windows mobile device.

9. Complete all other installation tasks, for example, the installation of a security certificate, if directed by your system administrator.

Upgrading the software over the air

If you are performing an upgrade from a previous release, you must perform an over-the-air initial installation (see “[Installing the software over the air](#)” on page 22) and then update the Server IP/Host address on the Login Information screen if instructed to do so by your system administrator.

1. Start the application and log on.
2. Select **Menu, Help, Software Upgrade**.
A web browser opens and the software download site appears.
3. Do one of the following:
 - To install the recommended software load, select the **Installable** link.
 - To install another software load, select **All other software for your platform**, scroll to a load, and select the **Installable** link.
4. In the Download dialog box, select the **Open file after download** check box and click **Yes**.
5. At the prompt, select **Yes** to install the software on your Windows mobile device.
6. Select **OK** to install the new version of the application on your device.
7. Acknowledge any licensing and security prompts that may appear.
The software installation proceeds on your mobile device.

Uninstalling MCC 3100 for Windows Mobile

This section describes how to remove MCC 3100 for Windows Mobile from your mobile device and from your personal computer.

Removing MCC 3100 for Windows Mobile from your mobile device

1. From MC 3100 for Windows Mobile main window, select **Menu, Exit**.
The MC 3100 for Windows Mobile stops.
2. On the mobile device, select **Start, Settings**.
3. Select the **System** tab.
4. Click **Remove Programs**.
The Remove Programs pane appears.
5. Select **Nortel MCC 3100** on the Programs in storage memory list.
6. Click **Remove**.
7. Click **Yes** and follow the prompts to remove the application software.
8. On the mobile device, select **Start > File Explorer > My Device Program Files**.
9. Delete the **Nortel** folder.

Removing the MCC 3100 for Windows Mobile installation directory and files from the computer

1. On the computer, select **Start, Settings, Control panel, Add or Remove Programs**.
2. Select **Nortel MCC 3100 vx.x**.
3. Click **Remove**.
4. Click **Yes** and follow the prompts to remove the MCC 3100 for Windows Mobile installation directory and files.

Obtaining the Log file

The MCC 3100 includes a log of application activity that can be used for debugging purposes.

Obtaining the log file

1. Connect the mobile device to your computer with a USB cable.
2. Start Microsoft ActiveSync on your computer.
3. Select **Tools, Explore <Explore Pocket PC>, My Windows-Mobile Based Device, Program Files, Manufacturer, MCC 3100**.

4. Copy the log file (MCC 3100HostLog.txt) to your computer.
5. Forward the log file to Nortel product support for analysis.

Modifying the Microsoft ActiveSync settings

ActiveSync is a computer-based synchronization program developed by Microsoft. You can use it to install and upgrade the MCC 3100 software and allow data to be transmitted over the USB connection while the device is cradled.

Configuring the ActiveSync settings

1. Connect the mobile device to your computer with a USB cable.
2. Start Microsoft ActiveSync on your computer.
3. Select **File, Connection Settings** and configure the fields using the information in **Table 5 "Connection settings fields" on page 26** as a guide.

Table 5: Connection settings fields

Field	Description
Show status icon in toolbar	Select this checkbox to display the ActiveSync status icon in the Windows toolbar.
Allow USB connections	Select this checkbox to allow the mobile device to be connected to the computer using ActiveSync.
Allow connections to one of the following:	Select other connection methods (if desired). <ul style="list-style-type: none">• COMx• DMA

Table 5: Connection settings fields

This computer is connected to:	<p>Specify how the computer connects:</p> <ul style="list-style-type: none"> • Automatic—select this option to allow ActiveSync to automatically select the connection type. • Work Network—select this option if you are connecting to the network while you are at work. • The Internet—select this option if you are connecting to the network while you are out of the office (for example, at home).
Open ActiveSync when my device connects	Select this checkbox for ActiveSync to start automatically when the mobile device is connected to the computer.
Allow wireless connection on device when connected to the desktop (WM 6.0 only)	<p>Select this checkbox to allow wireless network connections to be maintained while the mobile device is cradled. If this checkbox is cleared, the connections are disabled while the device is cradled.</p> <p>Note: If this checkbox is cleared, you can still establish a network connection. While the device is cradled, log off of the network and log on again. Data traffic is transmitted over the USB connection. Data traffic includes signaling, presence updates, and instant messages only.</p>

4. Click **OK**.

Note: For detailed, up-to-date instructions on how to use Microsoft ActiveSync, consult the documentation provided with your Windows Mobile device.

Determining the MCC 3100 for Windows Mobile software version

You can determine the MCC 3100 for Windows Mobile software version from the help menu in the main window.

Checking the software version

1. Choose **Menu, Help, About**. The MCC 3100 for Windows Mobile version screen appears.
2. The software version appears at the top of the screen.

Configuring your MCC 3100 for Windows Mobile

This section contains the following topics:

- “[Initial configuration](#)” on page 29
- “[Advanced Configuration settings](#)” on page 32

Initial configuration

The first time you start MCC 3100 for Windows Mobile, you are prompted to enter your basic log on information and then log on to the system. Once you are successfully logged on, additional configuration settings are automatically downloaded from the MCC 3100 and you can begin using the MCC 3100.

Completing the initial configuration of the MCC 3100

1. Obtain your basic logon settings from your system administrator.
2. Connect your Windows mobile device to the cellular network.
3. On your Windows mobile device, select **Start, Programs, Mobile Console**.
The Login information panel appears.
4. Complete the fields using the information listed in [Table 6 "Required parameters" on page 29](#).

Table 6: Required parameters

Parameter	Description
Logon Name	Enter your account user name on the MCC 3100
Logon Password	Enter your account password on MCC 3100.

Table 6: Required parameters

Parameter	Description
Primary Server IP/Host	<p>Enter the IP address or fully qualified domain name of the primary Mobile Communication Gateway 3100 (MCG 3100) external network interface. Format: <IP address FQDN></p> <p>Note: Do not enter a complete URL.</p>
Primary Server Port	<p>Enter the port number used for client connections on the primary MCG 3100 external network interface. The port number varies depending on the connection type. For example, an HTTPS connection typically requires 8443 while an HTTP connection requires 8080.</p>
Connection Type - use secure connection	<p>Specify the connection type that the MCC 3100 uses when it communicates with the MCG 3100.</p> <ul style="list-style-type: none"> To use a secure HTTPS connection, select the check box. To use a regular HTTP connection, clear the check box. <p>Note: If you are using an HTTPS connection, your system administrator may instruct you to install a security certificate on the device using Microsoft ActiveSync.</p>

Table 6: Required parameters

Parameter	Description
Mobile Phone Number	<p>Enter your mobile phone number or accept the autopopulated value.</p> <p>Recommended number format: +XX YYY ZZZ ZZZZ</p> <p>Where: + = International access code XX = County code YYY = Area code ZZZ ZZZZ = Local number</p> <p>Include the international access code (+) and country code (1) only if required by your system administrator.</p>

5. Click **Done**.

The MCC 3100 logs on to the system.

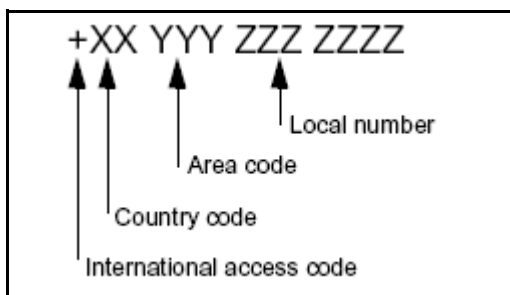
- If logon is successful, the remainder of your configuration settings are automatically downloaded and you can begin using the MCC 3100. The next time you log on, you will go directly to the Main screen.
- If logon is unsuccessful, the Login information panel remains in focus, so that you can re-enter your settings.

Note 1: If you are using a GSM device, your service provider may require you to program an Access Point Name (APN), username and password under Connections.

Note 2: Before updating the Login Information panel, you must first log out of the system. For more information about logging off, see [“Logging on and logging off” on page 48](#).

Note 3: Nortel recommends that the Outgoing Call Service DN includes the international access code (+) and your country code as part of the number to facilitate roaming, add for example +1 613 123 1111. For the recommended phone number format, see [Figure 1 “Recommended telephone number format” on page 32](#).

Figure 1: Recommended telephone number format



Advanced Configuration settings

After you have successfully logged in, you can customize the performance of your MCC 3100 by updating the advanced settings.

Note: Some advanced settings are automatically downloaded from the MCC 3100. To determine if you have permission to update these settings, contact your system administrator.

The following configuration settings are available:

- **“Advanced settings” on page 32**
- **“Call settings” on page 35**
- **“Owner Information settings” on page 39**
- **“Buddy Settings” on page 42**
- **“Instant Messaging settings” on page 44**

Advanced settings

Use the Advanced pane to manage your connection with the MCC 3100.

Configuring the Advanced settings

1. Select **Menu, Options, Advanced**.

2. Complete the fields using the information in **Table 7 "Advanced pane fields" on page 33** as a guide.

Table 7: Advanced pane fields

Field	Description
Secondary server IP/ Host	<p>Enter the IP address or hostname of the secondary MCG 3100 external network interface.</p> <p>Note: This setting is automatically downloaded from the MCG 3100 and should not normally need to be updated. Contact your system administrator for details.</p>
Secondary server port	<p>Enter the port number used for client connections on the secondary MCG 3100 external network interface. For example, enter 8443 for HTTPS or 8080 for HTTP.</p> <p>Note: This setting is automatically downloaded from the MCG 3100 and should not normally need to be updated. Contact your system administrator for details.</p>
Connection Type	<p>Select the type of client connection:</p> <ul style="list-style-type: none"> • To use a secure HTTPS connection, select the check box. • To use a regular HTTP connection, clear the check box. <p>Note: This setting is automatically downloaded from the MCG 3100 and should not normally need to be updated. Contact your system administrator for details.</p>

Table 7: Advanced pane fields

Field	Description
Keep-Alive Messages	<p>If you experience a delay before you receive notification of incoming calls, instant messages, and presence updates, select this checkbox. By sending frequent keep-alive messages, the application maintains a connection to the MCC 3100 and ensures that you receive notification in a timely fashion.</p> <p>Note: Enabling this feature increases power consumption and reduces battery life.</p>
Connection Timeout (sec)	<p>If you fail to receive some of your incoming calls, instant messages, and presence updates, reduce the Connection Timeout interval. Increase the interval to improve battery life. The valid range is 0 to 600 seconds (default is 270 seconds).</p>
Device Standby - enable	<p>If this check box is selected, your Windows mobile device enters standby mode whenever it is switched off (the power button is pressed or the activity timer expires).</p> <p>In standby mode, the backlight, touchscreen and audio are off, but the system remains active and the MCC 3100 can still receive calls and messages. If you clear this check box, your Windows mobile device powers down and is unable to receive calls and messages.</p> <p>You can save power by turning off your device, yet still be able to use the MCC 3100 when necessary. Enabling this feature also allows you to turn the device off, if it is online.</p>

Table 7: Advanced pane fields

Field	Description
Device Standby - Turn device off if offline for <x> minutes	<p>You can specify the length of time, (from 1 to 120 minutes), that the MCC 3100 must be offline, either because you are logged out or the MCC 3100 is unreachable, before the device enters standby mode.</p> <p>In standby mode, most functions are turned off, but the MCC 3100 can still receive calls and messages.</p> <p>You can save power when you are outside of cellular range (offline), for example, when you are in a remote geographic area or in an elevator.</p>

3. Select **Done**.

Call settings

Use the Call Settings pane to configure your call screening mode, network roaming mode (if applicable), and default prefixes.

Configuring your call settings

1. Select **Menu, Logout**.
2. Select **Menu, Options, Call settings**.
3. Complete the fields using the information in [Table 8 "Call Settings pane fields" on page 37](#) as a guide.

Figure 2: Call settings pane fields

MCC3100

Call Settings

Screening Mode:
Screen On

Voicemail Number:
1234

Inst Conf Reminder Period (sec):
1

Auto Answer Mode:
Auto Answer Off

Alpha to Digit:
<Empty>

Done **MCC3100** Cancel

Table 8: Call Settings pane fields

Field	Description
Screening Mode	<p>Use the select box controls to select a call screening mode;</p> <ul style="list-style-type: none"> • Screen On—When call screening is enabled, you decide how to handle your incoming calls on a call-by-call basis. When you receive an incoming call, you can select one of the following options: <ul style="list-style-type: none"> — Accept the call on your mobile device. — Redirect the call to one of your alternate contact numbers. — Decline the call. • Screen Off—When call screening is disabled, incoming calls automatically direct to your mobile device, where you can answer them. • Do Not Disturb—When DND is enabled, incoming calls cause your desktop phone (not your Windows Mobile device) to ring. If you do not answer, the call is routed to your voice mail. You do not receive a missed call indication for forwarded calls, however, a record of the call is added to the History log. • The Call screening mode interacts with the auto answer feature. For more information, see “Auto Answer Mode” on page 38.

Table 8: Call Settings pane fields

Field	Description
Voicemail Number	<p>This display-only field contains the number used to access the voice mail server. You can access your voice mail system directly from the MCC 3100 for Windows Mobile by using this number.</p> <p>Note: This setting is automatically downloaded from the MCG 3100 and should not normally need to be updated. Contact your system administrator for details.</p>
Instant Conf Reminder Period (sec)	<p>Program the Instant Conference reminder period in seconds. This setting controls how often the MCC 3100 for Windows Mobile prompts you to join a conference after you received the initial invitation and selected Join Later.</p>
Auto Answer Mode	<p>Use the select box controls to specify how your incoming calls are handled:</p> <ul style="list-style-type: none"> • Auto Answer Off (default)—If auto answer and/or call screening is off, you must manually answer your call on the native phone of the device. • Auto Answer On—If both auto answer and call screening are on, calls that you accept on the local device are automatically answered by the native phone. A missed call record may appear in the native dialer for calls that are auto-answered.

Table 8: Call Settings pane fields

Field	Description
Alpha to Digit	<p>Configure the Alpha to Digit map if the device has a hardware keyboard that does not include a dedicated number pad. The map facilitates the dialing of telephone numbers and symbols using the keyboard alpha-numeric keys.</p> <p>Configure the map in the following order (without spaces):</p> <p>0 1 2 3 4 5 6 7 8 9 * # +</p> <p>For example, if 1 is located on the same key as Y, enter Y as the second character of the map. On an HTC Titan II device, the complete map would be entered as .yuihjkbnmvtg.</p> <p>Note 1: On some devices, such as the HTC S6x0 smartphone, zero is located on the tab key. In this case, use the ^ symbol to represent tab.</p> <p>Note 2: If the map is not configured, you must select the shift or function to dial a number or select a symbol with the device's hardware keyboard.</p>

4. Select **Done**.

Owner Information settings

Use the Owner Information pane to configure your display name and alternate contact numbers.

Configuring your owner information

1. Select **Menu, Logout**.
2. Select **Menu, Options, Owner Information**.
3. Complete the fields using the information in [Table 9 "Owner Information pane fields" on page 40](#) as a guide.

Figure 3: Owner Information settings

MCC3100

Owner Information

Mobile Phone Number:
5066390782

First Name:
Trent

Last Name:
McCann

Display Name:
Trent

Desk Extension:
0782

Home Phone Number:
<Empty>

Done Cancel

Table 9: Owner Information pane fields

Field	Description
First Name	Enter your first name.
Last Name	Enter your last name.
Display Name	Enter the name that appears in the Status pane of the main pane.
Desk Extension	Enter your business extension number if different from your logon name. Direct a call to this number when you call a buddy in Call-me-First mode.

Table 9: Owner Information pane fields

Field	Description
Home Phone Number	<p>Enter the contact location when:</p> <ul style="list-style-type: none"> • you call a Buddy in Call-me-First mode • you receive an incoming call and call screening mode is enabled
Service Number	<p>If your organization has a call service directory number, enter it here. Otherwise, leave this field blank.</p> <p>You can place calls directly from your mobile device to other parties using the Direct Outbound mode of the outgoing call service directory number. Without the DN, you are restricted to using Call-me-First mode, where the system calls you before it calls the other party.</p> <p>Note: To place calls in the Direct Outbound mode, leave your caller ID visible on the device.</p>
Other1 Number	<p>Enter your first custom number, such as a temporary business number. You can direct a call to this contact location when:</p> <ul style="list-style-type: none"> • you call a Buddy in Call-me-First mode. • you receive an incoming call and call screening mode is enabled
Other2 Number	<p>Enter your second custom number, such as a temporary business number. You can direct a call to this contact location when:</p> <ul style="list-style-type: none"> • you call a Buddy in Call-me-First mode • you receive an incoming call and call screening mode is enabled

4. Select **Done**.

Buddy Settings

Use the Buddy pane to manage presence update behavior for your mobility-enabled buddies (mobile client users on the same system).

Reviewing and configuring your Buddy settings

1. Select **Menu, Logout**.
2. Select **Menu, Options, Buddy**.
3. Complete the fields using the information in [Table 10 "Buddy Settings pane fields" on page 43](#) as a guide.

Figure 4: Buddy settings.

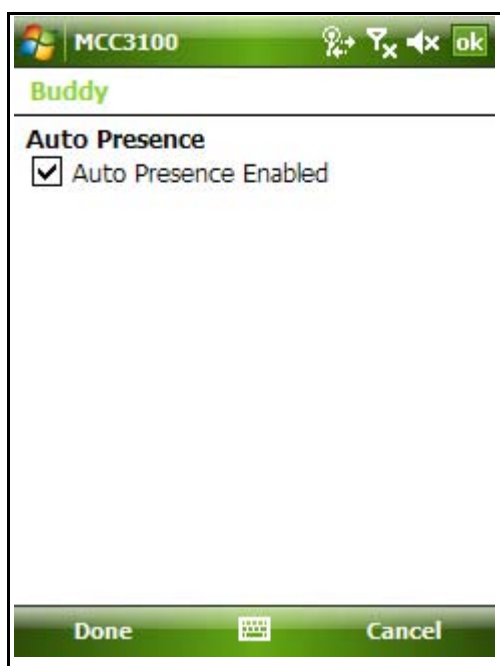


Table 10: Buddy Settings pane fields

Field	Description
Auto Presence Enabled	<p>Select this checkbox to have the MCC 3100 receive automatic presence notifications from mobility enabled buddies whenever their status changes.</p> <p>Note: Because the MCC 3100 connects to the network for every status update, enabling this feature causes extra airtime to be consumed and battery life to be reduced.</p>

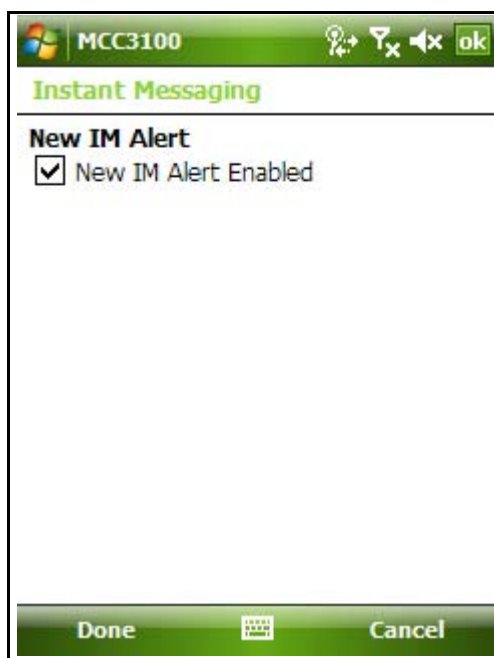
4. Select **Done**.

Instant Messaging settings

Use the Instant Messaging pane to review and program your instant message alert settings.

Reviewing and configuring your Instant Message settings

1. Select **Menu, Logout**.
2. Select **Menu, Options, Instant Messaging**.
3. Complete the fields using the information in **Table 11 "Instant Messaging pane fields" on page 45** as a guide.

Figure 5: Instant Messaging settings**Table 11: Instant Messaging pane fields**

Field	Description
New IM/Alert	<p>If this box is checked, whenever you receive a new instant message the New IM Alert appears allowing you to ignore the message or to reply to it. If you choose to ignore the message, you can review it later in the IM Session.</p> <p>If this box is clear, whenever you receive a new instant message, the IM Sessions pane appears if you are on a read-only pane. If you are on a data input pane, no alert appears, and the message is added to the IM Session pane.</p>

4. Select **Done**.

Operating your MCC 3100 for Windows Mobile device

This section contains the following topics:

- “Starting and exiting MCC 3100 for Windows Mobile” on page 47
- “Logging on and logging off” on page 48
- “Hiding MCC 3100 for Windows Mobile” on page 51
- “Overview of the main pane” on page 51
- “Navigating screens” on page 54
- “Navigating screens” on page 54
- “Call Alert mode and Phone Volume” on page 57
- “Native dialpad” on page 58

Starting and exiting MCC 3100 for Windows Mobile

This section describes how to start and exit the MCC 3100 application.

Starting MCC 3100 for Windows Mobile

1. On the mobile device, select **Start, Programs, Nortel MCC3100**.

The splash pane appears.

Note: The first time you start MCC 3100 for Windows Mobile, a warning pane appears. Select **Yes** to run the application.

After the application starts, the Main screen replaces the splash pane.

2. Enter your configuration settings if prompted. For more information about configuring MCC 3100 for Windows Mobile, see “**Initial configuration**” on page 29.

Note: Startup time and ongoing performance of the MCC 3100 is dependent on the system resources that are currently available.

Exiting MCC 3100 for Windows Mobile

Under usual circumstances, there is no need to exit the MCC 3100. You can leave the application running for the entire time that your device is turned on. However you must exit prior to performing an install or upgrade from a computer or if you are uninstalling the software.

To exit MCC 3100 for Windows Mobile, select **Menu, Exit** from any pane.

Logging on and logging off

You may wish to log out of the system but leave the application running. Once logged off, you can easily log back on again.

Logging on

To log on select **Menu, Login**. The Login status indicator changes to *Online*.

Figure 6: Login status indicator

Logging on while the MCC 3100 device is cradled

Depending on how Microsoft ActiveSync is configured, you may lose wireless network connectivity when you cradle your device. If this happens, you can reestablish a connection by logging off and logging on again. Your data traffic is then transmitted over the USB connection. To reconnect to the wireless networks after un-cradling your device, repeat the logging on/off process.

You can change the settings that control network connectivity while the device is cradled. For more information, See Updating Microsoft ActiveSync.

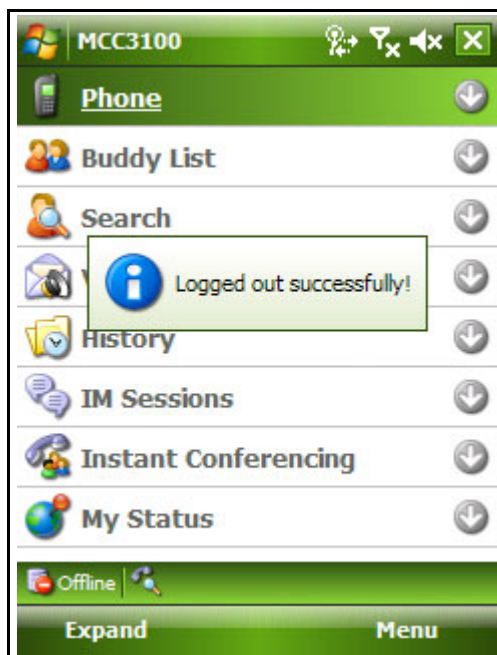
Logging off

To log off, select **Menu, Logout**.

The Login status indicator changes to *Offline*. MCC 3100 for Windows Mobile remains active when you are logged off. To exit the application,

see “Starting and exiting MCC 3100 for Windows Mobile” on page 47.

Figure 7: Logoff status indicator



Turning off auto-login

At startup, the MCC 3100 attempts to automatically log on to the system. This process is repeated until log on is successful.

You can turn off the autologin feature if you do not know your configuration settings, or if you do not want to be connected to the system.

Turning off autologin

While the MCC 3100 for Windows Mobile is attempting to log on, select **Menu, Stop Auto Login**.

The MCC 3100 for Windows Mobile stops its attempt to log on to the system. The auto-login feature is re-enabled the next time you log on.

Log on status messages

Various status messages display as the MCC 3100 attempts to log on to the system. Message urgency is indicated by colored icons:

- Blue icon—For information purposes only. No corrective action is required.
- Yellow icon—Warning. You may need to reconfigure the application or device settings.
- Red—Error. Before you can log on to the system, you must reconfigure the application or device settings.

Hiding MCC 3100 for Windows Mobile

To use another application, you can temporarily hide MCC 3100 for Windows Mobile.

Hiding MCC 3100 for Windows Mobile

From the MCC 3100 for Windows Mobile screen menu, select the **Minimize (x)** icon.

MCC 3100 for Windows Mobile does not appear, but remains running in the background. When you access MCC 3100 for Windows Mobile again from the mobile device main menu, you return to the last screen you used.

Overview of the main pane

After you configure MCC 3100 for Windows Mobile (see [“Initial configuration” on page 29](#)), the Main pane appears whenever you start the application. The Main pane provides access to the full functionality of the MCC 3100 for Windows Mobile.

Figure 8: Main pane



Main pane components

Phone pane

Access the Phone pane to place a Call or Call From. With Call, you simply dial a number. With Call From, you specify contact locations (for example, home or office) for yourself and the other party.

Buddy List pane

The Buddy List pane provides a complete list of the people you add to the MCC 3100 for Windows Mobile. You can manage your buddies by placing them within groups (for example, sales, finance). You can call a group or a buddy. In addition you can send instant messages (IM) and track the presence status of all of your buddies that are mobility enabled. A mobility enabled buddy is an MCC 3100 or Windows Mobile user with an extension on the same enterprise mobility system.

Search pane

Use the Search pane to look for people in the corporate directory. You can expand the search to include your local address book on the Windows Mobile device.

Voice Mail pane

Use the Voice Mail pane to determine whether you have new messages in your mailbox, and to call the voice mail system.

History pane

The History pane logs your recent calls, voice mail messages, and system events. You can sort and filter the entries, and you can select an individual entry to view details or initiate a call. The History pane also provides a missed call indicator.

IM Sessions pane

Use the IM Sessions pane to exchange instant messages with your mobility enabled buddies.

Instant Conferencing pane

The Instant Conferencing pane contains a list of recent conference activity. Use it to join in-progress instant conferences and to reinitiate completed conferences.

My Status pane

Use the My Status pane to set your presence status on the network.

Other details

The Main pane contains the following information, which is found at the bottom of the screen:

- Call Screening Mode—Call screening on (magnifying glass), Call Screening Off (check mark), or DND (hand).
- Enterprise Connection status—Online, Offline.

Navigating screens

Use the controls on your Windows mobile device to navigate through panes and menus, enter data, and to select options. Use the left and right buttons to execute menu bar commands. Use the START button to open the Start menu.

Different controls are available depending on the device that you are using (PDA or Smartphone). See [Figure 12 "Device controls and functions" on page 54](#).

Table 12: Device controls and functions

Control	Function	PDA	Smart phone
Touchscreen	Tap the screen with the stylus to write, open a menu, or to make a selection.	yes	no
Navigation Control/Enter	Press the multidirectional control up, down, left, or right to move through the menus and program instructions; carry out the selection by pressing the center of this control.	yes	yes
Left and Right soft keys	Press to execute the command shown on the screen above the button.	yes	no
Hardware Keyboard	Use the QWERTY-style keyboard just like a computer keyboard.	yes	yes
Tap and Hold	Tap and hold a record or menu item to pop up a shortcut menu.	yes	no
Jog (thumb) Wheel	Scroll up or down to navigate through menus or program instructions.	Support varies by device.	

Table 12: Device controls and functions

Control	Function	PDA	Smart phone
OK	Press to confirm your data entries, or to exit the program in use.	yes	yes
TALK	Press to start a call, accept an incoming call, or to go to the phone pane.	yes	yes
END	Press to end a call, reject an incoming call, or to go to the Main pane.	yes	yes

Note: This user guide describes how to use the MCC 3100 on a Personal Digital Assistant (PDA) that is equipped with a touchscreen. Different navigational options are available on a Smartphone. Refer to your product documentation for more information.

Expanding and collapsing the program panes

To expand a pane, select the expand arrow or soft key, or double-click the title bar.

To collapse a pane, select the collapse arrow or soft key, or double-click the title bar.

Summary and Detail views

Select the left tab button to view summary information on a pane.

To view detailed information on a pane, select the right tab button.

Talk and end buttons

Use the TALK and END buttons to access key functions. The following table provides information about the operation of the green and red buttons when either the MCC 3100 is in focus.

Table 13: Operation of TALK and END buttons

Button	MCC 3100 in focus	Windows Mobile in Focus
TALK (green)	<ul style="list-style-type: none"> Start a call from: <ul style="list-style-type: none"> — phone keypad — phone quick dial list — History pane — Search pane — Buddy list — Voice Mail pane Accept an incoming call. Change focus to the Phone pane from any other MCC 3100 screen (only if a callable item is not highlighted). 	<ul style="list-style-type: none"> Start a call from the native dialer. Accept incoming calls. Change focus to the native dialer from any other screen.
END (red)	<ul style="list-style-type: none"> Terminate a call. Reject a call. 	<ul style="list-style-type: none"> Terminate a call. Reject a call. Change focus to the Main screen from any other screen (only if a call is not in progress).

Change the screen orientation

The MCC 3100 can be displayed in different ways depending on the type of screen or touchpanel that you have on your device and how it is oriented.

Rectangular screen

If your device has a rectangular screen or a touchpanel that rotates, the MCC 3100 can be displayed in either portrait or landscape mode. In landscape mode, you must scroll to access some pane components.

Square screen

If your Windows mobile device has a square touchscreen, the MCC 3100 displays in portrait mode at all times and:

- Scrolling is required to access some screen components.
- The integrated numeric keypad is not available on the Call Dialpad pane (use the hardware keyboard instead).

Call Alert mode and Phone Volume

Use the built-in volume controls on the mobile device to adjust:

- call alert mode (ring, vibrate, or off)
- ringer volume
- speaker volume

While MCC 3100 for Windows Mobile is inactive, you can adjust the full range of settings. While MCC 3100 for Windows Mobile is active (you are engaged in a call), you can only adjust the mobile device speaker volume.

Configuring the call alert mode and configuring the mobile device volume

1. In the mobile device status bar, select the **Volume** icon.
2. Set the call alert mode (ringer on, ringer off, or vibrate mode) by selecting the radio button.

3. Adjust the mobile device ringer and speaker volume by using the slider.

Native dialpad

In some circumstances, you can choose to use the native dialpad rather than the MCC 3100 for Windows Mobile to place your calls. For example, if you need to place an emergency 911 call, use the native dialpad.

Using the native dialpad

- Press the green **Talk** button on your mobile device while a Windows mobile screen is in focus. The native dialpad immediately appears.
- Dial an emergency number on the MCC 3100 for Windows Mobile dialpad and select **Call**.

Provided that the system recognizes the number as an emergency number, the system automatically switches to the native dialer and places the call over the cellular network.

Note: Whenever you place a call or execute a telephony feature, the native dialpad briefly appears; it is then replaced by the Phone pane of the mobile device.

Advanced functions

This section contains the following topics:

- [“Placing Calls” on page 59](#)
- [“Calling individuals” on page 61](#)
- [“Receiving calls” on page 66](#)
- [“Managing buddies” on page 70](#)
- [“Configuring your Presence Status” on page 77](#)
- [“Searching for people” on page 79](#)
- [“Working with Groups” on page 83](#)
- [“Managing the instant conference history” on page 91](#)
- [“Managing instant messages” on page 93](#)
- [“History \(Call Logs\)” on page 97](#)
- [“Managing Voice Mail” on page 101](#)

Note: Some devices have a physical keypad, and do not use the touch screen for numeric entry. This document describes the touch screen approach; for devices with a physical keypad, use the keypad for numeric entry instead.

Placing Calls

Your MCG 3100 telephone system manages all calls that you place on MCC 3100 for Windows Mobile. Quickly and easily call your coworkers either by selecting them from a Buddy list or by dialing their extension number. As well, your office extension is associated with all of your outbound calls, regardless of your actual location. At various times of the day, use MCC 3100 for Windows Mobile to initiate calls from your desktop telephone, mobile device, or home telephone, but the people you call always see the same number.

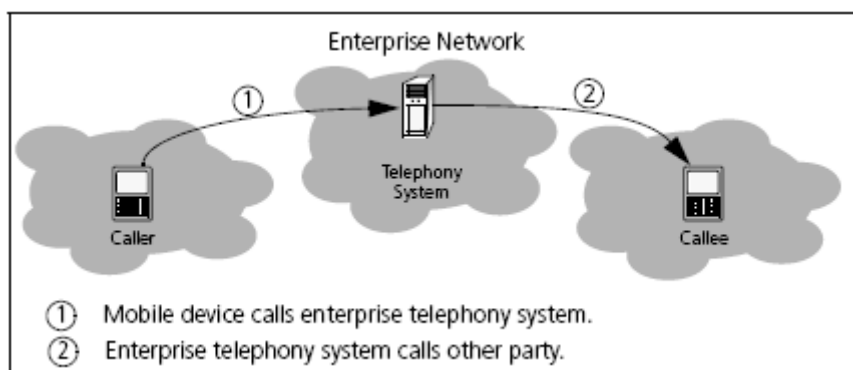
Call modes

How the system handles calls depends on the configuration of your MCC 3100 for Windows Mobile. An Outgoing Call Service DN is mandatory for MCC 3100 for Windows Mobile call features.

Direct Outbound mode

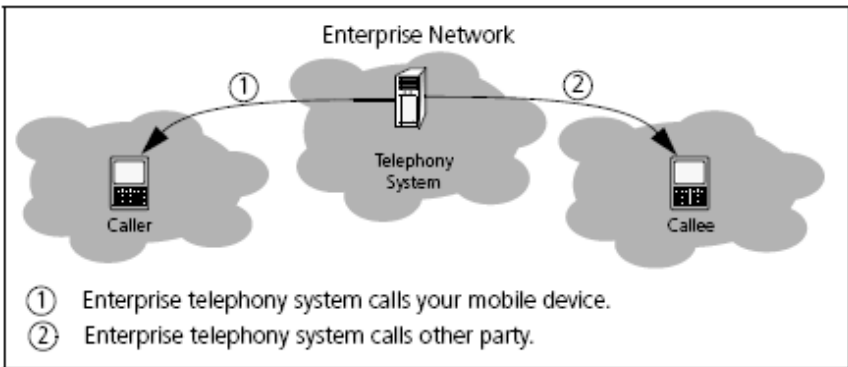
In Direct Outbound mode, initiate calls directly from your mobile device to other parties through the enterprise telephony system. For more information, see [Figure 9 "Direct outbound mode." on page 60](#).

Figure 9: Direct outbound mode.



Call-me-First mode

In Call-me-First mode, your calls are completed in two steps. First, the enterprise telephony system calls you. After you answer, the system calls the other party. See [Figure 10 "Call-me-First mode" on page 61](#).

Figure 10: Call-me-First mode

Use both call modes to configure a service number in your MCC 3100 for Windows Mobile system settings. However, if you do not configure a service number, you can only use the Call-me-First mode. For more information, see **“Owner Information settings” on page 39**.

Calling individuals

The following options are available for calling an individual:

- **“Dialing a number” on page 61**
- **“Calling from the Buddy list” on page 64**

Dialing a number

Place a call by dialing an extension or telephone number.

1. Expand the **Phone** pane.
2. Select **Menu, Input Method, Use keypad**.
3. Dial the contact extension or PSTN number.

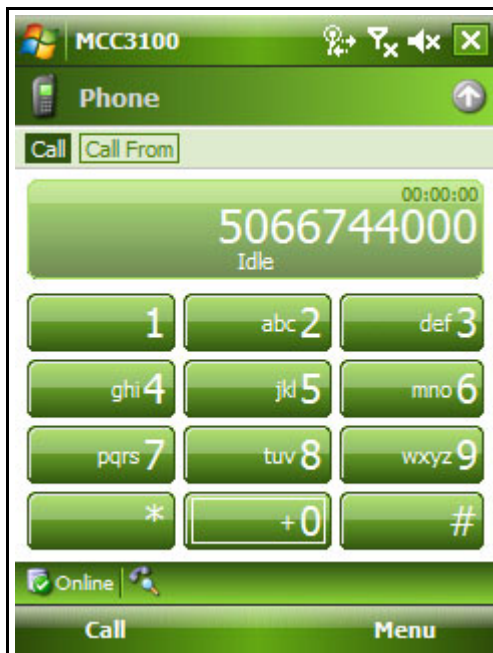
Note: To enter a + sign, press and hold the 0 key on the dialpad.

4. Specify your own number by doing one of the following:
 - To use your mobile number in Direct Outbound mode, press the green call button or select **Menu, Call**.

- To use an alternate number in Call-me-First mode, select **Menu**, **Call From**, select a number from the list or enter a new number, and then select **Call** from the menu.

The system places the call.

Figure 11: Phone pane



Redialing a number

Redial the last number that you dialed.

1. Expand to the **Phone** pane.
2. Select **Menu**, **Redial**, without selecting a record on the Quick Dial List.

The system places the call.

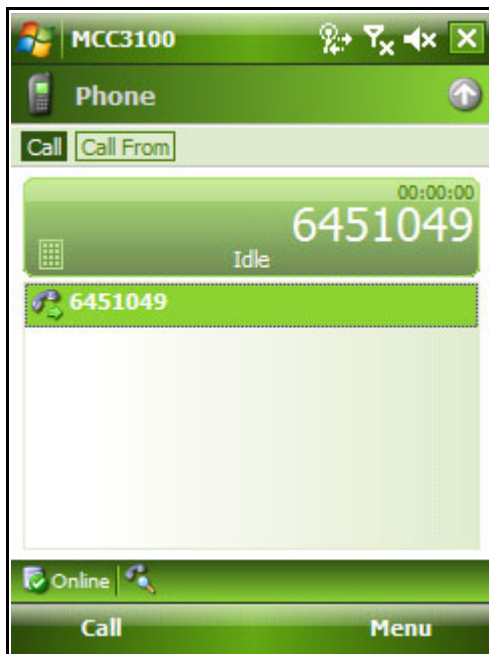
Calling a number on the Quick Dial list

The Phone pane provides an abbreviated history of your recent call activity, in the Quick Dial List.

1. Expand the **Phone** pane.
2. Select **Menu, Input Method, Use Quick Dial List**.
3. Scroll through the Quick Dial List and highlight a record.
4. Specify your own number by doing one of the following:
 - To use your mobile number in Direct Outbound mode, press the green call button or select **Menu, Call**.
 - To use your mobile number in Call-me-First mode, select **Menu, Call-me-First**, and select **Call** from the menu.
 - To use an alternate number in Call-me-First mode, select **Menu, Call From**, select a number from the list or enter a new number, and then select **Call** from the menu.

The system places the call.

Figure 12: Calling from quick dial list



Placing an emergency call

When you dial an emergency number like 911 or 112, the MCC 3100 switches to the Windows mobile native phone and the call is placed over the cellular network.

No additional configuration is required to access this functionality. The MCC 3100 automatically detects the emergency numbers that are valid for your current location.

Dialing an emergency number

1. Expand the Phone pane.
Ensure that the cellular connection is active.
2. Select **Menu, Input Method, Use keypad**.
3. Dial the emergency number (for example, 911).
4. Press the green Call button, or select **Menu, Call**.
The native phone appears and the system places the call on the cellular network.

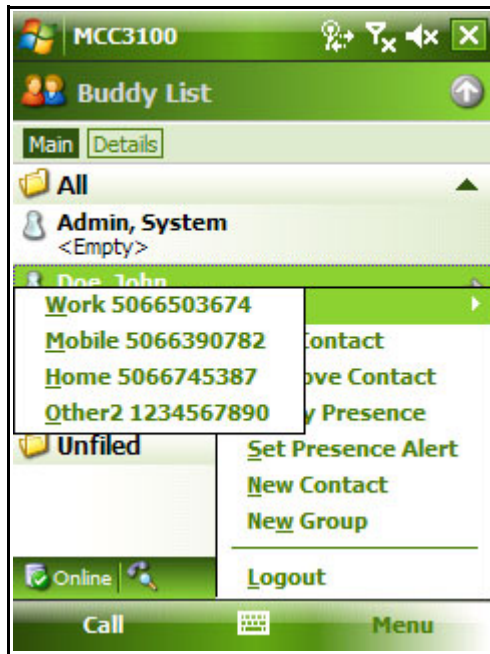
Calling from the Buddy list

Place a call from your mobile device to the contact location of your buddy, which by default is the work number of your buddy.

Calling a buddy

1. Expand the **Buddy List**.
2. Scroll to and highlight the buddy you want to call.
3. Select **Menu, Call <destination_number>**.
4. Enter a prefix ahead of the number, if required.
5. Specify your own number by doing one of the following:
 - To use your mobile number in Direct Outbound mode, press the green call button or select **Menu, Call**.
 - To use an alternate number in Call me First mode, select **Menu, Call From**, select a number from the list or enter a new number, and then select **Call** from the menu.

The system places the call.

Figure 13: Calling from buddy list

Calling from the History or Search panes

You can place calls from the History or Search panes.

1. Expand the Main screen of the MCC 3100.
Expand the History or Search panes.
2. Search and highlight the contact that you would like to call.
3. Select **Menu, Call <number>**.
4. Select **Call**.

Moving an incoming call from your desk phone to your mobile phone (Device Handoff)

You can transfer an incoming call from your desk phone to your mobile phone by using the Handoff key.

1. While a call is connected on your desktop phone, select **Menu, Take Call**.
2. While a call is connected on the MCC 3100, press **Handoff** on your desktop phone.
3. Answer the call on your Windows Mobile device.

Note 1: When either the MCC 3100 or desktop phone for an MCC 3100 user are in a call to Nortel CallPilot, you cannot use the Device Handoff feature. As a security measure, CallPilot does not allow the login session to move to another device.

Note 2: You can use the **Call From** feature on the MCC 3100 to initiate a call from the desk phone, but you cannot use the Device Handoff feature for that call.

Moving an incoming call from your mobile phone to your desk phone (Device Handoff)

You can transfer an incoming call from your mobile phone to your desk phone by using the Handoff key.

1. When a call is incoming on your Windows Mobile device, press **Handoff**.
2. Answer the call on your desk phone.

Receiving calls

After you log on, you can receive voice calls from any pane of the MCC 3100 for Windows Mobile. You can receive and accept incoming calls even if the device is Personal Identification Number (PIN) locked. The manner in which the calls are handled depends on how you have configured the following options in your call settings:

- **Call Screening Mode (On, Off, or Do Not Disturb [DND])**—If you turn call screening on, a notification appears whenever you receive a call. With the notification turned on, you can accept the call locally, reject the call, or redirect the call to one of your alternate numbers. If you turn call screening off, your incoming calls are sent to the local device, where you can answer them. If you enable DND, your incoming calls are treated as if they were unanswered on the device.

- **Auto Answer Mode (On or Off)**—If you turn on both call screening and auto answer, incoming calls on the local device are automatically answered by the native phone. If call screening or auto answer is off, you must answer your calls manually on the native phone. Auto Answer is disabled by default.

If you are operating in call screening mode On, an incoming call notification appears when you receive a new call. Specify whether you want to reject the call, accept the call on your mobile device, or redirect the call to one of your alternate phone numbers. If you select the first option, the call is rejected on the mobile device, but your desktop phone continues to ring. If you select the second option, the call is directed to your mobile device. If you select the third option, the call is directed to one of your alternate phone numbers (for example, home or other1). A brief delay occurs as the system executes the option you selected.

If you direct a call to your mobile device, it is accepted automatically by the native dialer provided that the auto answer feature is enabled. If auto-answer is disabled, you must answer the call manually. The mobile device native dialer appears, which you can use to manage the call in a variety of ways.



WARNING

Never interrupt the automated call answering process.

Using the Mid-Call features

While you are engaged in a voice call, use the following voice call telephony features:

- **Call Hold and Retrieve**—Places the current call on hold, and then resumes it.
- **Mute**—Mutes the current call so you can carry on a conversation without being heard.
- **Transfer**—Transfers the call to another party - either blind or supervised.
- **Swap**—Switch between two parties while you are engaged in a call.

- **Speaker Mode**—Switches call audio from the earpiece to the system speaker.
- **3-Party Conference**—Holds an impromptu three-party conference.

Call Hold and Retrieve

Place a call on hold and retrieve it while you are connected to the network.

Placing a call on hold

While the call is connected, select **Hold**.
Held appears in the dialpad display.

Retrieving a held call

Select **Unhold**.

Call Mute

Mute a call to carry on a private conversation.

Muting a call

While the call is connection, select **Mute On**.
Call mute appears in the dialpad display.

Resuming a muted call

Select **Mute Off**.
You are reconnected to the muted call.

Call Transfer

Transfer calls while you are connected to the network. The following transfer types are available:

- **Blind**—Transfer the call without talking to the other party.
- **Supervised**—Talk to the other party before transferring the call.

Transferring a call

1. While a call is connected, select **Feature**.
2. Dial the number to transfer the call.

3. Select **Hold & Call**.
The call is placed on hold. Hold & Call Initiated appears in the dialpad display.
4. Do one of the following:
 - To complete a blind transfer, select **Transfer** and hang up.
 - To complete a supervised transfer, wait for an answer, consult, select **Transfer** and hang up.
5. To resume the call, select **Cancel**.

Call Swap

Switch between two different while you are engaged in a call.

Swapping between two parties

1. While a call is connected, select **Feature**.
2. Dial the number.
3. Select **Hold & Call**.
The call is placed on hold.
4. When the party answers, press **Swap** to alternate between the two parties.

Speaker Mode

Switch between the system speaker and the earpiece speaker.

While a call is connected, select **Spkr On**.

To switch a call from the system speaker to the earpiece speaker, select **Spkr Off**.

Three-Party Conference

Hold three-party conferences using the MCC 3100.

Holding a conference call

1. While a call is connected, press **Feature**.
2. Dial the number that you want to add to the conference call.

3. Select **Hold & Call**.
The call is placed on hold.
4. When the party answers, request permission to initiate the conference call, and then press **Conference**.

Note: You can execute a variety of dialpad controls (for example, *5) while you are engaged in a three-party conference. However, if any of the participants are engaged in a second conference, the dialpad controls are no longer available.

Managing buddies

Buddies are people that you call frequently. Each buddy has a name and at least one contact location (extension or telephone number).

Add buddies directly to the MCC 3100 for Windows Mobile, or call or view their contact details. Import your buddies from the corporate directory to the MCC 3100 for Windows Mobile, or track their presence status and send instant messages. After adding a buddy, assign them to one or more groups to facilitate user management and enable instant conferencing.

You can also edit and delete your buddies as required.

Adding a buddy to the MCC 3100 for Windows Mobile local address book

1. Expand the Buddy List.
2. On the Buddy List pane, select **Menu, New Contact**.
3. Complete the fields using the information in [Table 14 "Adding a new buddy" on page 70](#) as a guide.

Table 14: Adding a new buddy

Field	Settings
Part of Groups	Select this field to access the Select Item(s) pane, where you can associate your buddy with one or more groups.
Last Name	Enter the last name for your buddy.

Table 14: Adding a new buddy

Field	Settings
First Name	Enter the first name for your buddy.
Company Name	Enter the company name for your buddy.
Note: Use the following fields to enter phone numbers for the buddy. As a minimum, enter the OFFICE Number; it is used by default when you place a regular call. All other contact locations are optional and selectable only when you place an advanced call.	
Home Number	Enter the home phone number of your buddy. You can select it when you place an advanced call to the buddy.
Work Number	Enter the office number of your buddy. This number is the default contact location for your buddy and is a required entry.
Mobile Number	Enter the mobile phone number for your buddy. Select it when you place an advanced call to the buddy.
Email Address	Enter the email address for your buddy.
Other1	Enter an additional phone number for your buddy such as a second office number. Select it when you place an advanced call to the buddy.
Other2	Enter an additional phone number for your buddy such as a second home number. Select it when you place an advanced call to the buddy.

Note: Provide at least one contact location: Extension, Work number, Mobile number, Home number, or Other number.

4. Select **Menu, Done**.

Your new buddy is added to the local address book.

Figure 14: Adding a new buddy



Importing a buddy

Import a buddy to the MCC 3100 for Windows Mobile local address book from these sources:

- History pane
- Search Results pane (that can include entries from both the mobile device address book and the corporate directory)

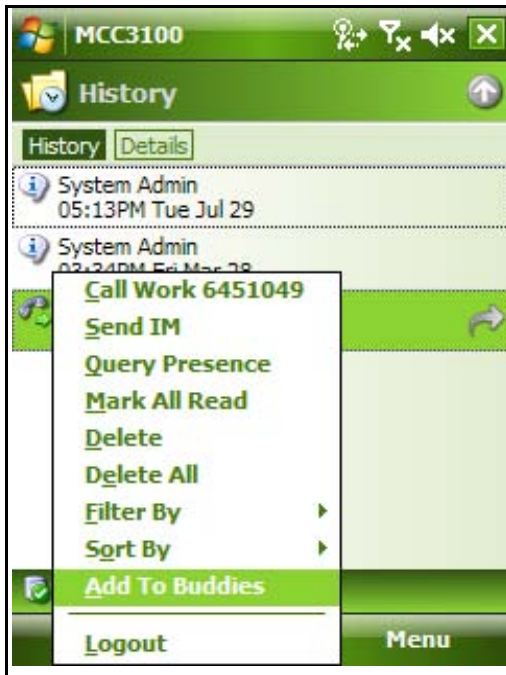
Importing saves you from manually entering buddy contact information.

Adding a buddy from the History pane

1. Expand the **History** pane.
2. Scroll to and highlight the entry for the person you want to add.
3. Select **Details**.
4. Select **Menu, Add to Buddies**.

Your new buddy is added to the local address book.

Figure 15: Importing a buddy from the History pane



Importing a buddy from the Search pane

Search for people in your mobile device address book, and in the corporate directory maintained by your organization. After completing a search, select an individual entry and add it to the MCC 3100 for Windows Mobile as a buddy.

Adding a buddy from the Search pane

1. Expand the **Search** pane.
2. Perform a Search (see [“Searching for people” on page 79](#)).
3. Scroll to and highlight the entry for the person you want to add.
4. Select **Details**.
5. Select **Menu, Add to Buddies**.

Your new buddy is added to the local address book

Note 1: After importing a buddy, ensure that the buddy contact information is complete. You may need to add a tag or special character that was not present in the original record.

Note 2: The buddy display name contains the title, first name, and last name entered in the MCC 3100 for Windows Mobile address book.

Viewing the Presence Status of buddies

Track the presence status of your buddies. Check the following presence status for:

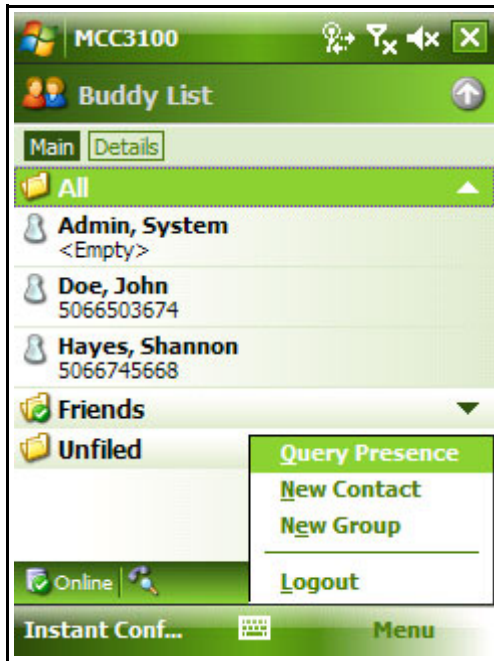
- a single buddy
- all buddies
- notification of when the presence status of a buddy changes.

Configure the MCC 3100 for Windows Mobile to receive automatic presence status updates. By doing this, you can stay up-to-date with the latest status information for all of your buddies. To switch from manual (default) to automatic mode, select Auto Presence Enabled on the Buddy pane.

Viewing the presence status of a single buddy

1. Expand the **Buddy** list.
2. Scroll and highlight a buddy, and then choose one of the following:
 - **Menu, Query Presence** to check buddy status
 - **Menu, Set Presence Alert** to be alerted of a status change.
 - **Menu, Clear Presence Alert** to cancel status change alerts.

The Buddy list updates with the current presence status for the selected buddy.

Figure 16: Viewing presence status of buddies**Viewing the presence status of a group of buddies**

1. Expand the Buddy list.
2. Scroll and highlight a group.
3. Select **Menu, Query Presence**.
The Buddy list updates with the current presence status for the selected buddy.

Presence Status indicators

Buddy presence status indicators follow the same scheme as your presence status indicators. For more information, see [“Presence Status indicators” on page 75](#).

Viewing detailed information for a buddy

1. Expand the **Buddy List**.
2. Scroll to and highlight the entry you want to examine.

3. Select **Details**.
4. On the Buddy Detail pane, review the following information:
 - Presence status
 - Part of groups
 - Full Name
 - Company Name
 - Available Channels (Home, Work, Mobile, Email)
 - Other1 and Other2

Note: Optionally, you can begin a communication session by selecting **Menu, Call** to place a call or **Menu, Send IM** to send an instant message.

Adding a buddy to a group

Add all of your buddies to the groups you define on the MCC 3100 for Windows Mobile. This facilitates user management, and you can place instant conferences. For details on how to create and use groups, see **“Working with Groups” on page 83**.

If you fail to add a buddy to a group, the system places it in the Unfiled group by default.

Adding a buddy to one or more groups

1. Expand the **Buddy List** pane.
2. Scroll to and highlight the buddy you want to add.
3. Select **Menu, Edit Contact**.
4. Select the **Part of Groups** box.

The Select Items pane appears.
5. Select the groups to which you want to add the buddy.
6. Select **Done**.

The buddy is added to the groups you select.

Editing a buddy

Update the following information:

- Buddy extension
- Buddy name
- Buddy contact information

Editing a buddy

1. Expand the **Buddy List** pane.
2. Scroll to and highlight the buddy you want to edit.
3. Select **Menu, Edit Contact**.
4. Edit the contact information as required.
5. Select **Menu, Done**.
The updated contact information is added to the local address book.

Deleting a buddy from the local address book

1. Expand the **Buddy List** pane.
2. Scroll to and highlight the buddy you want to delete.
3. Select **Menu, Remove Contact**.
The buddy is deleted from the local address book.

Configuring your Presence Status

See when your buddies are online and available, and inform them of your status on the network by configuring your Presence status.

Your presence status is automatically updated when you connect to or disconnect from the network. Manually configure your presence status by selecting an entry from a list. For example, if you are busy and don't want to take calls, inform your buddies by changing your status to Offline.

Many different presence statuses are available. Color-coded indicators inform your buddies of your availability:

- Green—Available to respond

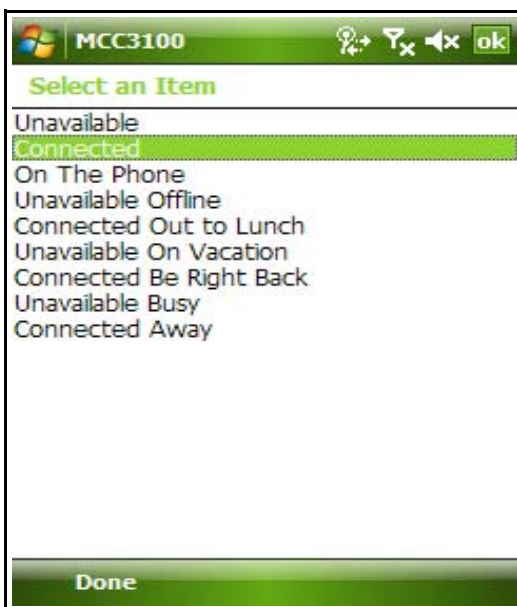
- Yellow—Available but unable to respond
- Red—Not available and cannot respond.

Presence status indicators are as follows:

- Connected - Away
- Connected - Out to lunch
- Connected - Be right back
- Unavailable - Busy
- Unavailable - On vacation
- Unavailable - Offline

The following figure displays the presence status and availability indicators available on your Windows Mobile device.

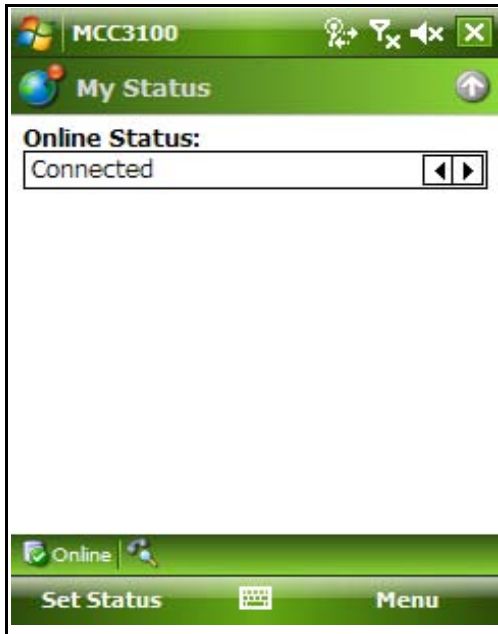
Figure 17: Presence status indicators



Changing your presence status

1. Expand the **My Status** pane.
2. From the **Online Status** pane, select a presence status.
3. **Select Menu, Set Status.**
Your presence status is updated on the system. Your online buddies can immediately see your new status.

Figure 18: Changing your presence status



Searching for people

Search for people in the following locations:

- In the device address book and the MCC 3100 for Windows Mobile
- In the corporate directory maintained by your organization

After completing a search, select an individual entry in order to view their contact details, initiate a call, or add contact details to the MCC 3100 for Windows Mobile local address book.

Performing a local search

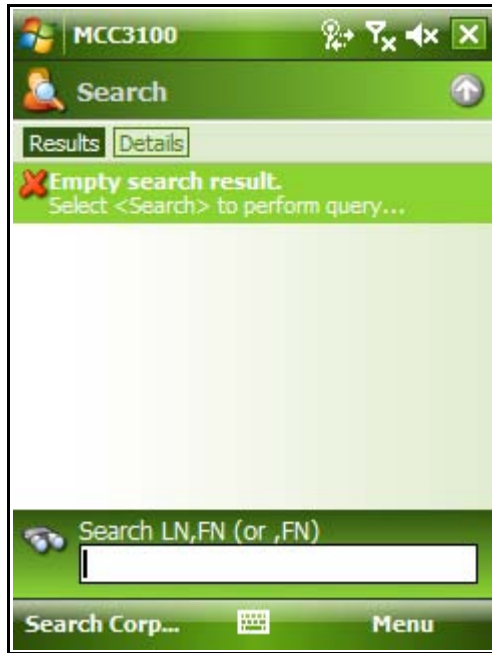
Find contacts that you add to the device address book and buddies that you download to the MCC 3100 for Windows Mobile by performing a local search.

Searching the local directories

1. Expand the **Search** pane.
2. Enter as much of the name as you know. You can enter one name (first or last) or both names. For example:
 - Enter <mar> to search for *Mary* Smith or Jim *Martins*.
 - Enter <jo>_<sa> to search for *John Sanders* or *Sam Johnson*.

Note: Include a space between the two strings of letters.

As soon as you start typing, the search results list displays. Every letter that you type causes the list to be updated with entries from the local directory.

Figure 19: Search pane

Performing a corporate directory search

Find contacts in your enterprise phone book by performing a corporate directory search.

Searching both the corporate and local directories

1. Expand the **Search** pane.
2. Enter as much of the name as you know. You can enter one name (first or last) or both names. For example:
 - Enter <mar> to search for *Mary Smith* or *Jim Martins*.
 - Enter <jo>_<sa> to search for *John Sanders* or *Sam Johnson*.

Note: Include a space between the two strings of letters.

3. Select **Search Corporate** from the left menu.

The search results list appears.

4. To resume the search, select **Menu, New Search**.
The search results list is cleared. The next search you initiate is local.

Note: Optionally, you can begin a communications session by selecting an entry and then selecting **Menu, Call**, or **Menu, Send IM**.

Viewing search details

Viewing detailed information for a person on the search results list

1. Expand the **Search** pane.
2. Perform a search.
3. Highlight the entry you want to examine.
4. Select the **Details** button.
5. On the **Search Detail** pane, review the following information:
 - Presence status (if available)
 - Full Name
 - Company Name
 - Home Number
 - Work Number
 - Mobile Number
 - Email Address
 - Other1
 - Other2

Managing network connections

The MCC 3100 for Windows Mobile supports cellular network connections for voice and data transmission. For feature support details, see [Table 15 "Network connectivity features" on page 83](#).

Table 15: Network connectivity features

Device type	Operating system	Possible network connection	Feature support	
			Network roaming	Voice call handoff
Cell only	Windows Mobile 5.0 or later	<ul style="list-style-type: none"> Voice over cell Data over cell 	No	No

Working with Groups

By using groups, you can associate buddies who have similarities. For example, create one group for the sales department, another for finance, and yet another for your personal friends. When you want to locate someone, simply look in the appropriate group folder. Once you have found that person, place the call. Alternatively, call the entire group.

Before you begin to use the MCC 3100, create your personalized groups and add buddies to them. You can add a buddy to more than one group.

Two system-generated groups are available:

- Unfiled—containing buddies that you have not yet added to one of your personalized groups.
- All—containing a copy of all buddies in the local address book.

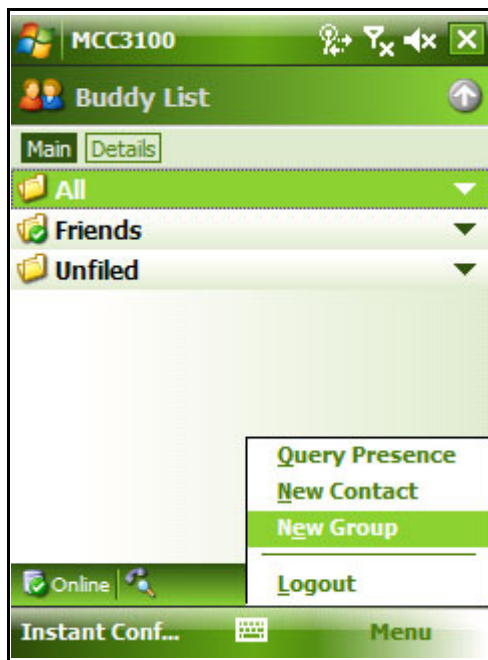
After you have assigned all of your buddies to personalized groups, the Unfiled group is removed from the Buddy list.

Adding a new group

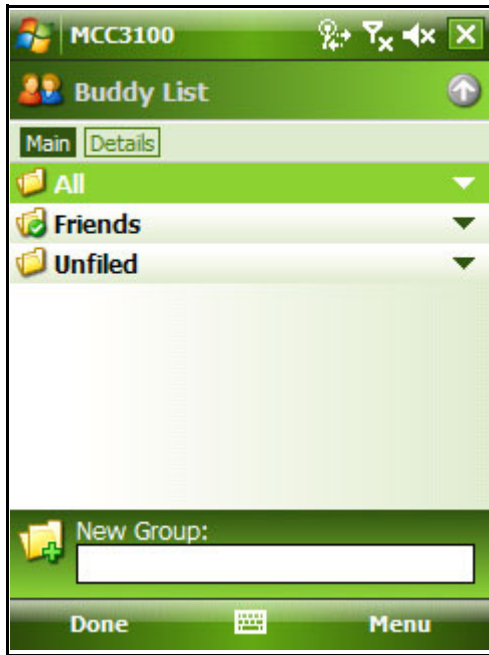
Adding a new group

1. Expand the **Buddy List**.

Figure 20: Adding a new group



2. Select **Menu, New Group**.
3. Enter the name of the new group.

Figure 21: Adding the name of the new group

4. Select **Menu, Done**.

Your new group is added to the local address book.

Note: You must create a group before placing a call. For more information, see [“Adding a buddy to a group” on page 76](#)

Changing a group name

Changing the name of a group

1. Expand the **Buddy List**.
2. Highlight the group you want to edit.
3. Select **Menu, Edit Group**.
4. Change the group name.
5. Select **Menu, Done**.

The updated group name is added to the local address book.

Deleting a group

Deleting a group

1. Expand the **Buddy List**.
2. Highlight group you want to delete.
3. Select **Menu, Remove Group**.

The group is deleted from the local address book. Buddies contained within it are reassigned to the All group and, if applicable, the Unfiled group.

Placing an Instant Conference call

When you initiate an instant conference, the system first calls your contact location (for example, mobile device or home) and prompts you to record a greeting message. The system then calls the users in the group and provides them with the option to join the call, decline the call, or join the call at a later time.

Before you initiate a regular instant conference, configure Work Numbers for all users in the group. See [“Placing Calls” on page 59](#).

Initiating an instant conference

1. Expand the **Buddy List**.
2. Scroll to and highlight the group you want to call.
3. Select **Menu, Query Presence** to see the presence status of the group members.
4. Select **Menu, Instant Conference Include/Exclude** and select the callers.
5. Highlight the group folder and select **Menu, Instant Conference**.
The system places the call.
6. Accept the incoming call and then follow the prompt, then do the following:

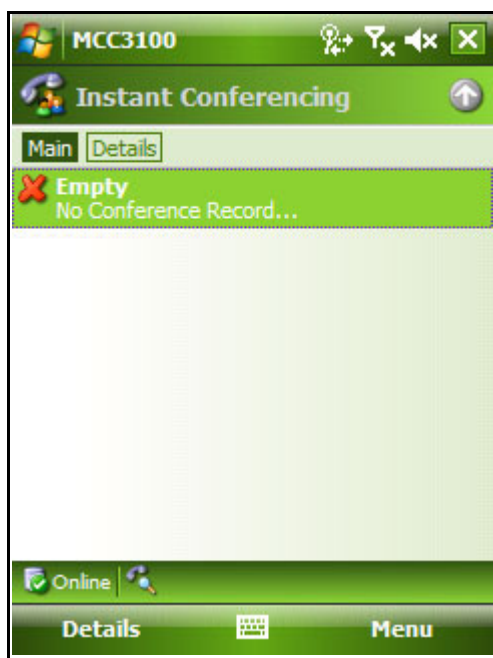
- Record the conference greeting and then press **#** on your phone dialpad.
- Press **1** to review the greeting, press **2** to re-record the greeting, or press any other key to accept the greeting and start the conference.

The system next calls the members of the group you select at their default contact numbers. On a regular telephone, users accept the instant conference by pressing the **#** key or reject it by hanging up. On the MCC 3100 for Windows Mobile, users select one of the following menu options:

- **Accept here** to join in the instant conference immediately on the mobile device.
- **Accept <number>** to join in the instant conference immediately on another device.
- **Join Later** to be prompted to join the instant conference at a later time. To configure your reminder notification interval, see **“Initial configuration” on page 29**.
- **Decline** to reject the instant conference.

A tone is heard each time someone joins the instant conference.

Figure 22: Instant conferencing pane



Managing Instant Conferences

The following procedures describe how to manage ongoing instant conferences.

Joining an instant conference call that is in progress

Join an instant conference that is in progress by selecting **Join Later** when you are initially invited to participate. This feature is available only to the instant conference participants, not to the instant conference initiator.

1. Expand the **Instant Conference** pane.
2. Select the entry for the instant conference that you want to join.
3. Select **Menu, Join Now**.
4. Press # when prompted.

If the instant conference is still in progress, you join it. If the instant conference has ended, you receive an error message.

Responding to an instant conference reminder

If you select Join Later when the instant conference starts, you receive periodic reminders to participate in the call. Select **Yes** to join the instant conference or **No** to be reminded again at a later time. To configure the reminder notification interval, see **"Buddy Settings" on page 42**.

Managing a instant conference with the dialpad

The instant conference initiator can execute a variety of functions using the telephone dialpad. A limited set of these functions is also available to the instant conference participants.

Note: Mid-call features such as Call Hold, Call Transfer, and Call Swap, are not available during instant conferences. The call handoff feature is available during instant conferences, but only to the conference participants, not the conference originator.

Table 16 "Instant conference dialpad controls" on page 89 contains the list of instant conference dialpad controls.

Table 16: Instant conference dialpad controls

Dialpad control	Function	Comments
**	Starts the help system.	The help system plays a recorded list of command descriptions. For example, "Press 6 to mute or unmute yourself." The functions you can perform depend on your status as either an instant conference initiator or participant.
*1	Terminates an instant conference.	The instant conference initiator can terminate the call at any time by pressing *1, and then confirming the selection by pressing 1 a second time.

Table 16: Instant conference dialpad controls

Dialpad control	Function	Comments
3	Enables user numbers to be dialed mid-call.	<p>The instant conference initiator can add another person to an ongoing call by doing the following:</p> <ul style="list-style-type: none"> • Press star () 3. • Dial the extension of the party, PSTN or mobile number. • Press pound (#). The system calls the other party. <p>The other party is prompted to press pound (#) to join the conversation.</p> <p>Note: You can only add individuals, not other conferences, to an ongoing instant conference.</p>
*5	Lecture Mode - mutes and unmutes the voices of all participants except instant conference initiators.	The instant conference initiator can mute the voices of all participants.
*6	Mutes and unmutes your own voice.	All instant conference participants can use this feature to mute or unmute their own voices.
*7	Locks and unlocks a conference.	The instant conference initiator can choose to lock access to the call. Once locked, no additional participants are allowed to join, but active participants are free to leave.

Table 16: Instant conference dialpad controls

Dialpad control	Function	Comments
*8	A roll call sounds listing all of the participants in an instant conference.	All instant conference participants can use this feature to find out who is in the call. When a roll call is in progress you cannot hear the other participants talking.
*9	Stops the help system.	The help system stops playing the recorded list of command descriptions.

Managing the instant conference history

The MCC 3100 for Windows Mobile retains a record of your recent instant conferences.

Viewing detailed log information

View detailed information for each entry on the instant conference pane.

1. Expand the **instant conference** pane.
2. Scroll through the list and highlight a record.
3. Select **Details**.

The instant conference Detail pane appears with the following information:

- Log record type and success or failure indicator
- Time and date of the call
- Participant list (name and number)

Resuming an instant conference

Resume an instant conference that has been terminated.

1. Expand the **instant conference** pane.
2. Scroll through the list and highlight a record.
3. Select **Menu, instant conference**.

The system sets up the call in Call-me-First mode

4. Accept the incoming call and then follow the prompts. As the instant conference initiator, you are required to do the following:
 - Record the conference greeting and press **#** on your phone dialpad.
 - Press **1** to review the greeting, press **2** to re-record the greeting, or press any other key to accept the greeting and start the conference.

The system next calls the members of the group you select at their default contact numbers. On a regular telephone, users accept the instant conference by pressing the **#** key or reject it by hanging up. On the MCC 3100 for Windows Mobile, users select one of the following menu options:

- **Accept here** to join in the instant conference immediately on the mobile device.
- **Accept <number>** to join in the instant conference immediately on another device.
- **Join Later** to be prompted to join the instant conference at a later time. To configure your reminder notification interval, see [“Initial configuration” on page 29](#).
- **Decline** to reject the instant conference.

A tone is heard each time someone joins the instant conference.

Deleting a instant conference entry

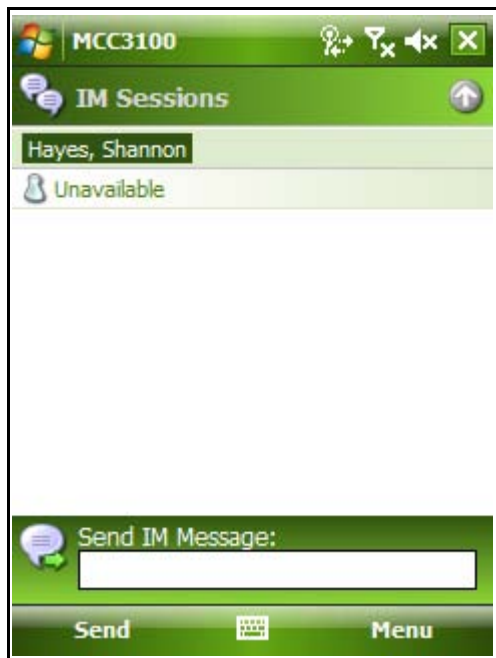
1. Expand the **instant conference** pane.
2. Scroll through the list and highlight a record.
3. Select **Menu, Delete**.
4. At the prompt, select **Yes** or **Cancel**.

Managing instant messages

With instant messages, you can:

- send messages to your buddies and others who have valid SIP addresses
- receive instant messages
- track instant message sessions

Figure 23: Instant messaging pane



Sending an Instant Message

The MCC 3100 for Windows Mobile supports sending instant messages to buddies that you import from the corporate directory and to SIP addresses for other MCC 3100 users.

Sending an instant message to a buddy

1. Expand the **IM Session**, **Buddy list**, **History** or **Search** panes.
2. Highlight a name or log entry.
3. Select **Menu**, **Send IM**.

Note: This menu item is not available if your buddy does not have an internet address or does not want to receive instant messages at the present time.

The IM Sessions pane appears; presence information appears if it is available.

4. On the IM Sessions pane, do one of the following:
 - Type your message in the **Send IM Messages** field. Limit the message to a maximum of 160 characters.
 - Select **Menu**, **Canned Messages**, **<custom message>**.
5. Select **Menu**, **Send**.
A copy of the message is stored on the IM Sessions pane.

Sending an instant message to a SIP address

Start an instant messaging session with another MCC 3100 user with a SIP address.

1. Expand the **IM Sessions** pane.
2. Select **Menu**, **New IM Session**.
3. In the **New IM Session** box enter a valid SIP address using the format:
<USERNAME>@<domain>.
4. Select **Done**.
5. In the **Send IM Message** box, do one of the following:
 - Type your message in the Send IM Message field. Limit the message to a maximum of 160 characters.
 - Select **Menu**, **Canned Messages**, **<custom message>**.
6. Select **Menu**, **Send**.
A copy of the message is stored on the IM Sessions pane.

Receiving an Instant Message

When you log on, receive instant messages regardless of what you are currently doing on MCC 3100. When you receive an instant message, you are alerted by an audible tone and a visual alert:

- The audible tone is controlled by the device. To select a new tone, disable the tone, or use vibrate mode in place of the tone, refer to your device documentation.
- The visual alert is controlled by the MCC 3100 New IM Alert parameter. For more information on Instant Messaging, see **“Managing instant messages” on page 93**.

Table 17 “Instant message alerts” on page 95 illustrates the type of alert you receive, depending on the current state of the MCC 3100.

Table 17: Instant message alerts

Configuration	Current Pane	Audible tone	Visual Alert
New IM Alert disabled	IM Sessions	Yes, if you enable tone notification on the device.	If someone sends you a message while you are typing them a message, their message is added to the IM Sessions pane. If anyone else sends you a message, Received New appears on the pane.
	Any other pane	Yes, if you enable tone notification on the device.	If someone sends you a message while you are on a non-IM pane, you do not receive a visual alert. You must go to the IM Sessions pane to view the message.

Table 17: Instant message alerts

Configuration	Current Pane	Audible tone	Visual Alert
New IM Alert enabled	IM Sessions	Yes, if you enable tone notification on the device.	If someone sends you a message while you are typing them a message, their message is added to the IM Sessions pane. If anyone else sends you a message, <i>Received New</i> appears on the pane.
	Any other pane	Yes, if you enable tone notification on the device.	If someone sends you a message while you are on a non-IM pane, the IM Alert appears and you can select one of the following options: <ul style="list-style-type: none"> • View—Causes the IM Sessions pane to appear, where you can compose a reply. • Ignore—Causes the IM Alert to be dismissed. Review it later in the IM Sessions pane.

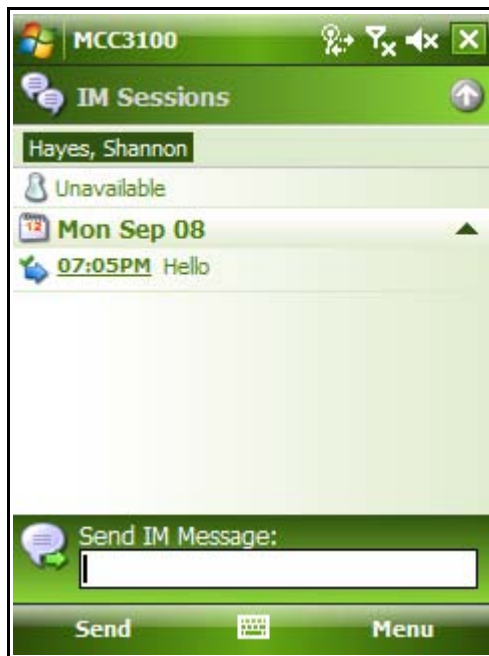
Tracking IM Sessions

The IM Sessions pane lists the last fifty messages that you exchange with as many as three of your buddies. Older records are deleted automatically.

Managing IM Sessions

1. Expand the **IM Sessions** pane.
2. Select a buddy tab and do one of the following:
 - Select a date folder to review the messages that you have exchanged.
 - Select **Menu**, **Send IM**, type a message or select a canned message and then select **Menu**, **Send** to send an instant message.

Figure 24: Tracking IM sessions



History (Call Logs)

The MCC 3100 for Windows Mobile retains a record of your recent communications sessions. The following events are logged:

- Number of missed calls
- Incoming and outgoing calls

- Incoming and outgoing instant messages
- System event notifications

The History pane can contain up to 50 log entries. Older entries are automatically deleted.

By default, the entries are organized by time and date, but you can resort them by name or type. You can also filter the list so that only entries of a particular type are displayed. Select an individual entry to view contact details, add contact details to your local address book, or initiate a call.

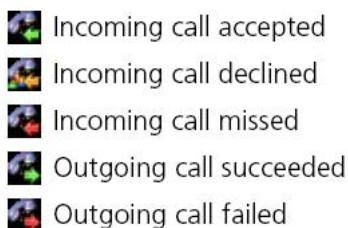
Note: The MCC 3100 can display up to 80 characters in the history pane.

Viewing the entire History list

Expand the **History** pane on the Main pane.

For voice call icon explanations, see [Figure 25 "Voice call icons" on page 98](#).

Figure 25: Voice call icons








For Instant Message icon explanations, see [Figure 26 "Instant message icons" on page 98](#).

Figure 26: Instant message icons




For Instant Conference icon explanations, see [Figure 27 "Instant Conference icons" on page 99](#).

Figure 27: Instant Conference icons

-  Incoming group call accepted
-  Incoming group call declined
-  Incoming group call missed
-  Outgoing group call succeeded
-  Outgoing group call failed

For system notification icon explanations, see [Figure 28 "System notification icons" on page 99](#).

Figure 28: System notification icons

-  System notification

Sorting and filtering History entries

Sort entries in the History pane by name, record type (for example, system notification, call), or time received. Filter the list to display only missed calls, incoming calls, or outgoing calls.

1. Expand the **History** pane.
2. Select a sort preference on the menu:
 - **Menu, Sort By, Time** (default)
 - **Menu, Sort By, Name**
 - **Menu, Sort By, Type**

The entries are displayed according to the sort preference you specify.

3. Select a filter preference on the menu:
 - **Menu, Filter By, All** (default)
 - **Menu, Filter By, Incoming Calls**
 - **Menu, Filter By, Missed Calls**
 - **Menu, Filter By, Instant Messages**
 - **Menu, Filter By, New Missed Calls**

— **Menu, Filter By, Outgoing Calls**

The entries are displayed according to the filter preference you specify.

Viewing detailed log information

1. Expand the **History** pane.
2. Highlight the entry you want to examine.
3. Select **Details**.
4. On the History Detail pane, review the following information:
 - Status of person associated with the log entry
 - Log record type and success/failure indicator
 - Time and date, and elapsed time
 - Phone number or Instant Message text

Marking history entries as read

Change the status of your New Incoming Call entries to Incoming Call by marking them read.

Marking a single New Incoming Call entry as read

1. Expand the **History** pane.
2. Scroll through the list and highlight a New Incoming Call record.
3. Select **Details**.
4. Select **Menu, Mark As Read**.

The status of the entry changes to Incoming Call.

Marking all New Incoming Call entries as read

1. Expand the **History** pane.
2. Select **Menu, Mark All Read**.

The status of all New Incoming Call entries change to Incoming Call.

Deleting entries

Delete an individual entry or all entries on the History pane.

Deleting an individual entry

1. Expand the **History** pane.
2. Scroll through the list and highlight a record.
3. Select **Menu, Delete**.

Deleting all entries

1. Expand the **History** pane.
2. Select **Menu, Delete All**.
3. Select **Yes** or **Cancel** in response to the prompt.

Managing Voice Mail

In addition to enabling you to check whether you have new messages, you can call the voice mail system in order to access your mailbox.

Tracking the status of your messages

Check whether you have new messages on the Main pane and the Voice Mail pane.

Calling the voice mail system

Calling voice mail

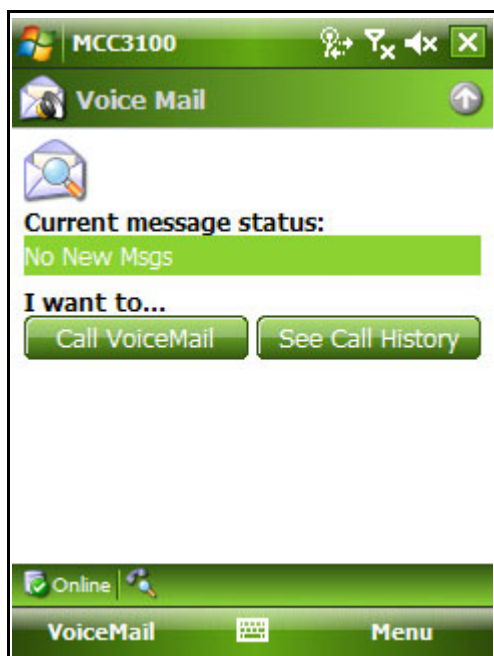
1. Expand the **Voice Mail** pane.
2. Select **Call VoiceMail**.
MCC 3100 for Windows Mobile calls the voice mail system.
3. Enter your voice mail mailbox number and password when prompted.
4. After you gain access to your mailbox, you can listen to, save, and delete your messages.

Note: Use the mobile device phone application to respond to system prompts.

Accessing History from voice mail

1. Expand the **Voice Mail** pane.
2. Select **See Call History**.

Figure 29: Voice mail pane



Troubleshooting

This section contains the following topics:

- “Data connection between MCC 3100 for Windows Mobile and MCG 3100” on page 103

Data connection between MCC 3100 for Windows Mobile and MCG 3100

To verify that the data connection between MCC 3100 for Windows Mobile and MCG 3100 is established:

1. Ping the MCG 3100 from the PC to verify data connectivity of the PC to the MCG 3100.
2. Connect the mobile device to the computer with a USB cable.
3. Start Microsoft ActiveSync on the computer. See [Figure 30 "ActiveSync" on page 104](#).
4. On the mobile device, select **Start, Internet Explorer**.
5. Browse to <http://<IP address or host name of MCG 3100>:8282/adminserver>. See [Figure 31 "MCG 3100 splash screen" on page 104](#).

This demonstrates using non-Nortel software that the mobile device has established an IP connection to the PC and that it can make an IP connection to the MCG 3100.

Figure 30: ActiveSync

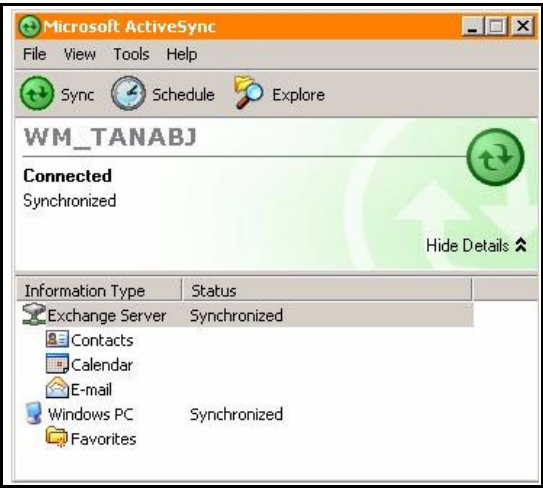


Figure 31: MCG 3100 splash screen



Acronyms

Table 18 lists the acronyms used in this guide.

Table 18: Acronyms

Acronym	Full Name
CDMA 1xRTT	Code Division Multiple Access Single Carrier (1x) Radio Transmission Technology
DND	Do Not Disturb
EDGE	Enhanced Data rates for Global Evolution
EVDO	Evolution Data Only
IM	Instant Message
MCC 3100	Mobile Communication Client 3100
MCG 3100	Mobile Communication Gateway 3100
MWI	Message Waiting Indicator
PDA	Personal Digital Assistant
PIN	Personal Identification Number
PSTN	Public System Telephone Network
SIM	Subscriber Identity Module
URL	Uniform Resource Locator
USB	Universal Serial Bus

Nortel Mobile Communication 3100

Nortel Mobile Communication Client 3100 for Windows Mobile User Guide

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